

Chebeague Broadband Committee Meeting

1/12/26

In attendance: Michael Porter, Michael Grew, Richard Hackel, Gary Oderda, Mark Ouellette, Adam Kagan, Vika Wood, David Hill

Meeting came to order 5:03 PM

Current Status:

420 subscribers (the breakdown has certain discrepancies; numbers on there add up to 421 subscribers; Mark is working on fixing this)

Vast majority are using the lowest speed package (50/50)

Holding steady on subscribers, and increasing numbers slowly; Chebeague community is growing very similarly to other Axiom communities

Support tab (shows number of question/complaints coming in through calls, where a ticket is created)-

This shows a steady climb in tickets as summer visitors come, and then decrease as they leave, which is normal for Axiom's seasonal communities

Sample categories- "No internet; resolved by phone" (rare), "No internet; requires service call" (higher in May as people arrive; 9 of these calls this year, potentially more)

Any categories here can be broken down to customer involved, but takes some work; if interested in more information, it can be requested

"Average time spent before resolving" info is available, Mark can provide more later

Mark believes Chebeague's network is resilient (considering the lack of major breaks despite high winds, whereas most other communities have had breaks); operational statistics are positive, Mark can provide more of that as well in the near future

In particular, Mark is still compiling a "data usage" report; in a general sense, spikes in usage on the island is very similar to other Maine communities (high point in 5 AM-7 AM window, etc.)

Full breakdown should be available in the next report, within the next 3-6 months

Currently, there are 6 year-round residents and 6 seasonal residents still waiting for assistance in being set up

Some customers have left due to moving, but Mark doesn't believe anyone has unsubscribed due to unhappiness with service

Billing tab-

Mark believes he's getting more calls than he would like on billing, believes they're not giving enough information in their bills

Motion to accept the Axiom report passed unanimously

Adam requested info on the amount of “heartbeat connection” use (low ceiling data usage option for seasonal customers during off-island months); he wonders if people are aware that it exists as an option. Mark will look into this.

Committee will meet next on 4/14/26, 5 PM

Meeting adjourned at 5:33 PM